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Ranica Fitch
233 V.E.S. Road
Lynchburg, VA 24503

April 11, 2005

Federal Communications Commission,
Consumer & Government Affairs Bureau, Consumer Complaints
445 12th Street, SW,
Washington, D.C. 20554

Dear Federal Communications Commission:

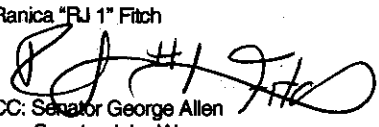
I would like to express my feelings about video relay service. I didn't know about it until I went to Model Secondary School for the Deaf. I tried to use VRS, it got me already addicted to it, and even it was my first time using it. I always use it to talk with my friends from other school and talk with my mother. Of course, my family is hearing, and I used to use the Internet Relay (www.relaycall.com), it was all boring. But I used VRS to test if it'd be better or not. It got me all shocked and loved it when I talked with my mother. Because Internet Relay is almost like monotonous and nothing is interested, so I stopped and use VRS a lot right now.

I love using VRS, and I couldn't stop using it. I use it often like 3 times a week for talking with my deaf friends from other deaf schools and hearing family. One thing that makes me crazy is waiting for an interpreter to answer me, because I used to wait for almost 30 minutes, but it worth it. Because it was so much fun and cool, because the interpreter shows all those expressions that my mom did on the phone and copied my expressions.

I suggest you to hire more interpreters so we don't have to wait longer that much. And one thing that my concern is calling some people from D-Link, because it has different IP address and has difficulty to call them. Other than my concerns, I'm enjoying it a lot. Thanks for your time reading it.

Sincerely,

Ranica "RJ 1" Fitch


CC: Senator George Allen
Senator John Warner
House of Rep. Bob Goodlatte